

Financial:

What is your fiscal year? Was an audit submitted to the Department? If so, when was it submitted? *(If not, refer this concern to Kim McFarland, Contract Coordinator).*

How do you fulfill the regulatory requirements for a written notice of costs?

Policies and Procedures:

When are the agency's policies and procedures given to staff? And if they are revised?

How often are policies and procedures reviewed for compliance with Title 404 NAC?

Explain the process to make changes to policies and procedures.

Community Involvement:

What community, social activities and opportunities do you offer to individuals?

Background checks:

What process is employed to ensure staff do not work alone with individuals until they are permitted to do so?

How are staff expected to inform the agency if they have a conviction after hire?

Do you retain the results of the background checks for a year following the termination of employment?

Injuries and Incidents:

Who or what entity is responsible for reviewing patterns or trends regarding injuries and incidents? Where can I find evidence of this?

Who is responsible for completing the quarterly aggregate reports?

Restrictions:

How often are restrictions reviewed and if they are recurring?

When and how is a consent for restrictions obtained? How often are they renewed?

How do you protect individual's rights when they are restricted?

Abuse and Neglect:

Explain how an allegation of abuse or neglect would be handled if it were reported to your agency?

Quality Assurance:

How are individuals, family members, and/or guardians, as applicable, involved in the QA process?

What are your quality assurance activities indicating (Has the agency looked for significant areas of concern, identified concerns, and taken action to correct them on a system-wide basis)?

How is information about, or the results of, QA activities shared throughout the agency staff? With the governing board and/or advisory committee? With teams, individuals, and families?

Complaints/Grievances:

Have there been any grievances filed with the agency? Show me the process that was followed and how the issue was resolved.

Subcontracts:

Are there any subcontracted services (transportation, EFH, etc.)? If so, do you have evidence this subcontract was submitted to the Department prior to the utilization of the service? Do you have evidence that monthly monitoring is occurring? Do you have evidence the subcontracted staff have the same qualifications, training, and service provision expectations?

Health Services:

Who is responsible for providing direction and supervision of medication aides?